

Commonwealth of Massachusetts  
Department of Telecommunications and Energy  
Fitchburg Gas and Electric Light Company  
Docket Nos. D.T.E. 02-24/25  
Responses to the Department's Sixth Set of Information Requests

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**Request No. DTE 6-22 (Gas):**

Refer to Exh. FGE-MHC (Gas) at 64, lines 3-4. Please provide an itemization of the similarities and differences between the Company's rental programs and those of Massachusetts Electric Company

**Response:**

The Department provided directives in DTE 98-51, that FG&E should allocate certain costs to its rental equipment program, similar to the allocation procedures used by Massachusetts Electric Company (MECo Order D.P.U. 89-194/195). FG&E completed a Rental Water Heater and Conversion Burner Study, dated February 2002, which has been filed as Exhibit- FGE-MHC-7 (Gas).

Since the preparation of this study, FG&E has learned that Massachusetts Electric no longer operates its rental water heater program. However, Granite State Electric, an affiliate of Massachusetts Electric, does operate a rental water heater program. Therefore, an itemization of the similarities and differences between FG&E and Granite State Electric are shown in Attachment DTE 6-22 (Gas).

**Person Responsible:** Mark H. Collin

## Rental Water Heater Comparison – FGE & Granite State Electric

### Fitchburg Gas & Electric

#### Similarities

- A credit check is completed on every account prior to installation or replacement. Any amount listed in "over due" must be paid – **within reason**.
- Everyone must sign a new Agreement before a tank is installed or if a customer on an older rental rate needs their tank replaced.
- We do not sell water heaters But customers can "buy out" their rented water heater after completing one year of rental agreement.
- A credit check is completed on every account prior to installation or replacement. Any amount listed in "over due" must be paid – **within reason**.
- Utilize a call center to answer water heater questions but then rout to one of two experts in house.

#### Differences

- We do not schedule any tank installations for evenings, weekends or holidays.

### Granite State Electric

#### Similarities

- A credit check is completed on every account prior to installation or replacement. Any amount listed in "over due" must be paid – **within reason**.
- Everyone must sign a new Agreement before a new tank is installed but not if a customer is on an older rental rate or their tank needs replaced.
- They don't sell water heaters but customers can buy-out their rental water heater after completing one year of rental agreement.
- A credit check is completed on every account prior to installation or replacement. Any amount listed in "over due" must be paid – **within reason**.
- Utilize a call center to answer water heater questions but then rout to one of three experts in house.

#### Differences

- They will schedule installations anytime.